

State of North Dakota

# **FOOD STAMP CLIENT SATISFACTION SURVEY**

SUMMARY OF RESPONSES FROM THE  
FOOD STAMP ACTIVE QUALITY CONTROL REVIEWS  
FOR THE PERIOD OF  
JANUARY - JUNE 2001

Analysis provided by the Research & Statistics Division  
Of the North Dakota Department of Human Services

Prepared by Ronald Getsman, Research Analyst

November 9, 2001

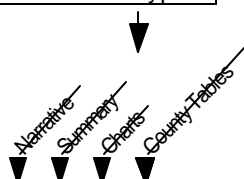
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## Question Results Locator:

Page numbers in the cells below show where survey results can be found for each question by presentation type.

### Presentation Type



## QUESTION

(located on page)

2	7	8	11	◀	* Do you wish to participate in this survey?
					1 Has the county social service office given you a copy of the "Food Stamp change Reporting Information Fact Sheet"?
2	7	8	12	◀	
3	7	8	13	◀	2 Did a county social service worker go over the sheet with you?
3	7	9	14	◀	3 Did you understand the information on the sheet?
					4 Do you feel that the store clerks where you shop for groceries are helpful about using the card?
3	7	9	15	◀	
					5 Do you feel that the store clerks where you shop for groceries are helpful about using the card?
4	7	9	16	◀	
4	7	9	17	◀	6 Does your household receive the FNP News?
5	7	10	18	◀	7 If you receive this newsletter, do you read it?
					8 Have you used information in the newsletters to change the type of food items you purchase or they way you prepare meals?
5	7	10	19	◀	
					9 Have you ever attended food or nutrition related classes conducted by the County Extension Service as a result of reading about them in the newsletter?
5	7	10	20	◀	
					10 Do you feel that you are treated well by the county social service staff treats you when dealing with Food Stamp matters?
6	7	10	21	◀	
6	7	-	-	◀	11 What suggestions would you like to make for improving the Food Stamp Program?

## **PREFACE**

In February 2000, the Energy and Nutrition Division of the North Dakota Department of Human Services began surveying Food Stamp recipients for the purpose of determining client satisfaction with various aspects of the Food Stamp program and receipt of North Dakota State University's Extension Service's Family Nutrition Program newsletter. This is the third report which covers the six month period of January through June 2001.

The Food Stamp clients surveyed are those individuals being interviewed each month as part of the program's Quality Control review. The survey consists of 11 questions (not counting the initial question of their willingness to participate). Questions 1-10 are answered either "Yes" or "No" and in the case of question 6 the additional option of "Don't Know" was added. Questions 4, 5, and 10 allowed the client to explain their "No" response. Question 11 asked for the client's suggestions for improving the program. Responses to the questions and any related comments by the client are recorded on a survey form by the reviewer along with any additional comments supplied by the reviewer.

This presentation of the survey on our website will exclude the comments.

The survey results are presented in six sections as follows:

- Section 1 "Quick View" (a highlighted summary of questions 1-10)
- Section 2 Food Stamp Client Satisfaction Survey Results (narrative)
- Section 3 Statewide Summary of Responses to the Survey Questions.
- Section 4 Graphic Presentation of Statewide Summary
- Section 5 County Level Results of Responses to the Survey Questions.
- Section 6 Count by County of Cases Selected for Quality Control Review.

## FOOD STAMP CLIENT SATISFACTION SURVEY QUICK VIEW

Reporting Period  

January	2001	through	June	2001
---------	------	---------	------	------

Area: 

STATEWIDE
-----------

- |            |            |   |
|------------|------------|---|
| <b>1.</b>  | <b>91%</b> | of the clients on the returned surveys agreed to participate in the survey.   |
| <b>2.</b>  | <b>82%</b> | of the clients surveyed indicated that they had received a copy of the "Food Stamp Change Reporting Information Fact Sheet".  |
| <b>3.</b>  | <b>95%</b> | of the clients who had received the "Food Stamp Change Reporting Information Fact Sheet" indicated that a county social service worker went over the paper with them.                                   |
| <b>4.</b>  | <b>97%</b> | of the clients who had received the "Food Stamp Change Reporting Information Fact Sheet" indicated that they understood the information.  |
| <b>5.</b>  | <b>95%</b> | of the clients said they find the Food Stamp EBT card easy to use.  |
| <b>6.</b>  | <b>97%</b> | of the clients indicated they felt that the store clerks where they shop were helpful about using the card.   |
| <b>7.</b>  | <b>77%</b> | of the clients indicated that they receive the FNP News.  |
| <b>8.</b>  | <b>84%</b> | of the clients who receive the FNP News indicated that they read it.  |
| <b>9.</b>  | <b>53%</b> | of the clients that read the FNP News indicated that they have used information in the newsletters to change their food purchases and meal preparations.  |
| <b>10.</b> | <b>10%</b> | of the clients who read the FNP News indicated that they have attended food or nutrition related classes conducted by the County Extension Service as a result of reading about them in the newsletter. |
| <b>11.</b> | <b>97%</b> | of the clients felt that they were treated well by the county social service staff.   |

## FOOD STAMP CLIENT SATISFACTION SURVEY RESULTS

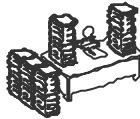
JANUARY - JUNE 2001



### =====

#### Survey Response Rate

### =====



From those families receiving food stamp benefits during the period of January through June 2001, there were 286 individuals asked to participate in this survey. This is a result of their case being chosen for a Quality Control review (see Table 12, p.28).

This narrative will present survey results for each question in greater detail than was presented in the "Quick View" section (p.1).

### =====

#### \* Do you wish to participate in this survey?

### =====



#### Answering "Yes":

Out of a possible 286 Food Stamp cases selected for review, 259 individuals agreed to participate in the survey (see Statewide Summary Table, p. 7).

The clients surveyed represented 40 different counties (Table 1, p.11). Seven of these counties had ten or more will people participating. Cass, Rolette and Ward County each had a 10% or better share of all the clients answering "yes". When the individual county percentages for those three were combined, their total share of the "yes" responses was about 37%. Thirteen counties were not represented because no cases were selected for review from those locations.

#### Answering "No / Not Participating":

Nine percent (27 clients) of those selected to be interviewed did not participate (p.7). Seventeen counties had non-participating clients (p.11). The reasons why the interviews did not take place were either stated by the client or came from written comments by the interviewer (see Comments On Cases Not Participating, p.27). Of the 26 cases with a comment given by the reviewer regarding non-participation, eight indicated that the client was non-cooperative (31%), six clients were developmentally disabled (23%), and 4 had moved out of state (15%). For the remaining eight cases, some comments specified other reasons for not participating and some comments were not specific.

### =====

#### 1. Has the county social service office given you a copy of the "Food Stamp Change Reporting Information Fact Sheet"?

### =====



#### Answering "Yes":

There were 212 clients (82%) who responded "yes" out of the 259 participating (p.7). The

seven counties (Burleigh, Cass, Grand Forks, Morton, Rolette, Stark, & Ward) with 10 or more participants accounted for 65% (169 out of 259) of those participating and 65% (137 out of 212) of those answering "yes" to this question (p.12). As a group, these seven had 81% of their participants answering "yes". Within the group of seven, individual county percentages for a "yes" response rate ranged from 57% for Ward County to 100% for Grand Forks County. The remaining 33 counties had a combined "yes" response rate of 83% (75 out of 90 participants).

**Answering "No":**

The Summary Table (p.7) shows that of the remaining participants, 38 persons answered "no" (15% of the 259). The "no" responses came from 14 counties (p.12). Fifty-five percent of the "no" responses were from Cass, Rolette, and Ward County. Of the 38 "no" responses, Cass County accounted for 18%, Rolette had 13% and Ward had 24%.

**No Response Given:**

Nine out of the 259 participants did not have a response to this question (3% of the total). Four of them stated that they didn't remember or were not sure (see Comments by Clients, question 1, p.22).

=====

**2. Did a county social service worker go over the sheet with you?**

=====



**Answering "Yes":**

Of the 212 answering "yes" to the first question, 201, or 95%, indicated that a social service worker did go over the fact sheet with them (p.7).

**Answering "No":**

There were ten clients (5%) that said that a worker did not go over the sheet with them. Four were from Rolette County and 5 from Ward County.

**No Response Given:**

One person, who answered "yes" to the first question, did not answer this follow-up question.

=====

**3. Did you understand the information on the sheet?**

=====



**Answering "Yes":**

Those who did understand the information sheet numbered 206. This group accounted for 97% of the 212 who said that they had received the information sheet (p.7).

**Answering "No":**

Five (2%) indicated that they did not understand the sheet.

**No Response Given:**

One person answering "yes" to question number one, did not answer this follow-up question."

=====

**4. Do you find the Food Stamp EBT card easy to use?**

=====



**Answering "Yes":**

Out of the 259 participants, 246 clients (95%) said that the found the EBT card easy to use (p.7). Even though the people who responded "yes" were not asked to explain their answer, 16

did offer comments. Of those commenting, 9 indicated that there were some difficulties with the card itself or with the scanning process (p.22).

**Answering "No":**

Eight clients (3%) did not find it easy to use the card (p.7). In their comments, three respondents mentioned a problem with the card's ability to be scanned (p.22).

**No Response Given:**

Five survey forms (2%) did not show a response to the question.

=====

**5. Do you feel that the store clerks where you shop for groceries are helpful about using the card?**

=====



**Answering "Yes":**

When asked about the helpfulness of store clerks regarding the EBT card, 251 clients (97%) out of the 259 interviewed said that the clerks were helpful (p.7).

**Answering "No":**

Two clients (1% of the participants) responded "no" to this question (p.7).

**No Response Given:**

Another 2% (6 clients) had no response shown for this question (p.7). Two of these clients indicated in comments that they have not had a problem yet (p.23).

=====

**6. Does your household receive the FNP News?**

=====



**Answering "Yes":**

There were 199 clients, or 77% of the 259 interviewed, said that they did receive the Family Nutrition Program (FNP) newsletter (p.7). It should be noted that the FNP is not available in all counties. Those that did receive the newsletter were residents of 37 different counties (Table 7, p.17). Of the seven counties with more than 10 clients participating in the survey, Morton had the largest percent responding "yes" to this question (100% of the 14 clients) and Rolette had the lowest percentage of this group (35%, 9 out of 26).

**Answering "No":**

Thirty-eight of the clients (15% of those interviewed) said they did not receive the FNP (p.7). These clients were from 16 different counties. However, 35 of those clients were in 13 counties where other clients in the survey indicated that they did receive the FNP newsletter. Fifteen of the thirty-eight (39%) were from Rolette County.

**Answering "Don't Know":**

There were 19 people (7% of the total 259 interviewed) who did not know if they received the newsletter (p.7). All of these live in counties where other clients in this survey responded that they were receiving the newsletter.

**No Response Given:**

Three clients did not have a response marked.

=====

**7. If you receive this newsletter, do you read it?**

=====



*Answering "Yes":*

Out of the 199 who received the NFP newsletter, 167 clients (84%) said that they read it (p.7). For the six counties with 10 or more clients that received the newsletter, the county with the highest percentage reading it was Stark at 100% (Table 8, p.18).

*Answering "No":*

Twenty-five of the remaining clients (13% of the 199) said that they did not read the newsletter (p.7).

**No Response Given:**

Three percent of the clients (7 persons out of 199) did not have a response marked for this question (p.7). Three of these did comment that they do read it "sometimes".

=====

**8. Have you used information in the newsletters to change the type of food items you purchase or the way you prepare meals?**

=====



*Answering "Yes":*

Of the 167 who read the FNP newsletter, 53% (88 clients) said that they have used some of the newsletter's information to change their food purchasing or meal preparation practices (p.7). Upon comparing the six counties with 10 or more clients that read the newsletter, it is found that Stark county had the highest percentage (82%, 9 out of 11) of readers who made such changes (Table 9, p.19).

*Answering "No":*

Those who responded "no" (77 clients) to this question accounted for 46% of the ones who read the newsletter (p.7).

**No Response Given:**

Two survey participants who indicated that they read the newsletter did not have a response recorded for this question (p.7).

=====

**9. Have you ever attended food or nutrition related classes conducted by the County Extension Service as a result of reading about them in the newsletter?**

=====



*Answering "Yes":*

There were 16 (10%) of those who read the newsletter (167 clients) who indicated that they had attended either a food or a nutrition class put on by the County Extension Service as a result of reading about it in the newsletter (p.7). Of the 16 who had attended a class, 14 also indicated a change in their food purchasing or meal preparation practices because of the newsletter. When compared to the number of clients indicating that they receive the newsletter (199), the 16 who attended a class as a result of the newsletter amount to 8%.



*Answering "No":*

There were 149 clients (89% of those reading the FNP newsletter) that did not attend a food or nutrition class as a result of the letter.

**No Response Given:**

Out of the 167 reading the newsletter, two clients did not have a response to this question marked on the survey

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**10. Do you feel that you are treated well by the county social service staff?**

=====



*Answering "Yes":*

Two hundred fifty-two (252, or 97%) of the 259 participants felt that they were treated well by the county social service staff (p.7). Of the seven counties with 10 or more clients responding to the question, Cass, Grand Forks, Morton, and Stark had 100% of their respondents answering "yes" (Table 11, p.21). Several of the clients who answered "yes" offered descriptive comments about the county staff using words and phrases such as great, very nice, good to work with, very helpful, and great to work with (p.24).

*Answering "No":*

Three clients (1%) said that they were not treated well (p.7). Two of these clients provided comments along with their answer (p.24).

**No Response Given:**

Four survey forms did not show a response to the question (p.7), but three of these people offered comments (p.24).

=====

**11. What suggestion would you like to make for improving the Food Stamp Program?**

=====



There were 69 clients from 22 counties that provided comments (pp.24-25). Some people contributed more than one idea for change. Not all the comments suggested changes.

There were several suggestions offered which dealt with various aspects of the program. The more frequent comments included requests for more benefits (29), reduction in the amount of paper work (5), and change in how much income is counted (2).

There were 18 individuals who liked the current program and/or didn't see a need for a change.

# REPORT ON FOOD STAMP CLIENT SATISFACTION SURVEY

## Statewide Summary of Responses To The Survey Questions

<div style="border: 1px solid black; padding: 2px; display: inline-block;">January</div> <div style="border: 1px solid black; padding: 2px; display: inline-block;">2001</div>	<b>Reporting Period:</b> through	<div style="border: 1px solid black; padding: 2px; display: inline-block;">June</div> <div style="border: 1px solid black; padding: 2px; display: inline-block;">2001</div>
<b>Area:</b> <div style="border: 1px solid black; padding: 2px; display: inline-block; margin: 0 auto;">STATEWIDE</div>		

Note: Because of rounding, percentages under 0.5% are rounded to 0%.

* Do you wish to participate in this survey?				
<div style="border-bottom: 1px solid black; display: inline-block;">259</div> Yes 91%	<div style="border-bottom: 1px solid black; display: inline-block;">27</div> No / Not Participating 9%	<div style="border-bottom: 1px solid black; display: inline-block;">286</div> Total	Expected total based on all surveys received.	
<b>Food Stamp Change Reporting Information Fact Sheet</b>				
1. Has the county social service office given you a copy of the "Food Stamp Change Reporting Information Fact Sheet"?				
<div style="border-bottom: 1px solid black; display: inline-block;">212</div> Yes 82%	<div style="border-bottom: 1px solid black; display: inline-block;">38</div> No 15%	<div style="border-bottom: 1px solid black; display: inline-block;">9</div> No Response 1/ 3% 2/	<div style="border-bottom: 1px solid black; display: inline-block;">259</div> Total	Expected total based on number of "Yes" responses to previous question
2. Did a county social service worker go over the sheet with you?				
<div style="border-bottom: 1px solid black; display: inline-block;">201</div> Yes 95%	<div style="border-bottom: 1px solid black; display: inline-block;">10</div> No 5%	<div style="border-bottom: 1px solid black; display: inline-block;">1</div> No Response 0%	<div style="border-bottom: 1px solid black; display: inline-block;">212</div> Total	Expected total based on number of "Yes" responses to question #1.
3. Did you understand the information on the sheet?				
<div style="border-bottom: 1px solid black; display: inline-block;">206</div> Yes 97%	<div style="border-bottom: 1px solid black; display: inline-block;">5</div> No 2%	<div style="border-bottom: 1px solid black; display: inline-block;">1</div> No Response 1%	<div style="border-bottom: 1px solid black; display: inline-block;">212</div> Total	Expected total based on number of "Yes" responses to question #1.
<b>Food Stamp EBT Card</b>				
4. Do you find the Food Stamp EBT card easy to use?				
<div style="border-bottom: 1px solid black; display: inline-block;">246</div> Yes 95%	<div style="border-bottom: 1px solid black; display: inline-block;">8</div> No 3%	<div style="border-bottom: 1px solid black; display: inline-block;">5</div> No Response 2%	<div style="border-bottom: 1px solid black; display: inline-block;">259</div> Total	Expected total based on number of "Yes" responses to question #1.
5. Do you feel that the store clerks where you shop for groceries are helpful about using the card?				
<div style="border-bottom: 1px solid black; display: inline-block;">251</div> Yes 97%	<div style="border-bottom: 1px solid black; display: inline-block;">2</div> No 1%	<div style="border-bottom: 1px solid black; display: inline-block;">6</div> No Response 2%	<div style="border-bottom: 1px solid black; display: inline-block;">259</div> Total	Expected total based on number of "Yes" responses to question #1.
<b>NDSU Extension Service's Family Nutrition Program newsletter</b>				
6. Does your household receive the FNP News?				
<div style="border-bottom: 1px solid black; display: inline-block;">199</div> Yes 77%	<div style="border-bottom: 1px solid black; display: inline-block;">38</div> No 15%	<div style="border-bottom: 1px solid black; display: inline-block;">19</div> Don't Know 7%	<div style="border-bottom: 1px solid black; display: inline-block;">3</div> No Response 1%	<div style="border-bottom: 1px solid black; display: inline-block;">259</div> Total
7. If you receive this newsletter, do you read it?				
<div style="border-bottom: 1px solid black; display: inline-block;">167</div> Yes 84%	<div style="border-bottom: 1px solid black; display: inline-block;">25</div> No 13%	<div style="border-bottom: 1px solid black; display: inline-block;">7</div> No Response 3%	<div style="border-bottom: 1px solid black; display: inline-block;">199</div> Total	Expected responses based on number of "Yes" responses to question #6.
Have you used information in the newsletters to change the type of food items you purchase or the way you prepare meals?				
<div style="border-bottom: 1px solid black; display: inline-block;">88</div> Yes 53%	<div style="border-bottom: 1px solid black; display: inline-block;">77</div> No 46%	<div style="border-bottom: 1px solid black; display: inline-block;">2</div> No Response 1%	<div style="border-bottom: 1px solid black; display: inline-block;">167</div> Total	Expected responses based on number of "Yes" responses to question #7.
Have you ever attended food or nutrition related classes conducted by the County Extension Service as a result of reading about them in the newsletter?				
<div style="border-bottom: 1px solid black; display: inline-block;">16</div> Yes 10%	<div style="border-bottom: 1px solid black; display: inline-block;">149</div> No 89%	<div style="border-bottom: 1px solid black; display: inline-block;">2</div> No Response 1%	<div style="border-bottom: 1px solid black; display: inline-block;">167</div> Total	Expected responses based on number of "Yes" responses to question #7.
<b>Feeling on how treated by county staff.</b>				
10. Do you feel that you are treated well by the county social service staff?				
<div style="border-bottom: 1px solid black; display: inline-block;">252</div> Yes 97%	<div style="border-bottom: 1px solid black; display: inline-block;">3</div> No 1%	<div style="border-bottom: 1px solid black; display: inline-block;">4</div> No Response 2%	<div style="border-bottom: 1px solid black; display: inline-block;">259</div> Total	Expected total based on number of "Yes" responses to question #1.

1/ No response - indicates that a response was expected based on the question or an answer to a preceding question but was not marked.

2/ The percentages for the other response options (yes, no, don't know) to this question are rounded. Also, the percentage for the "no response" designation is calculated by subtracting the percentages for the other options (yes, no, & don't know) from 100%. As a result, two questions which have the same number of expected total responses and the same total count for the "no response" item could show associated percentages that do not match.

# REPORT ON FOOD STAMP CLIENT SATISFACTION SURVEY

## GRAPHIC PRESENTATION OF STATEWIDE SUMMARY

Reporting Period  
January 2001 through June 2001

Yes STATEWIDE

CHART 1

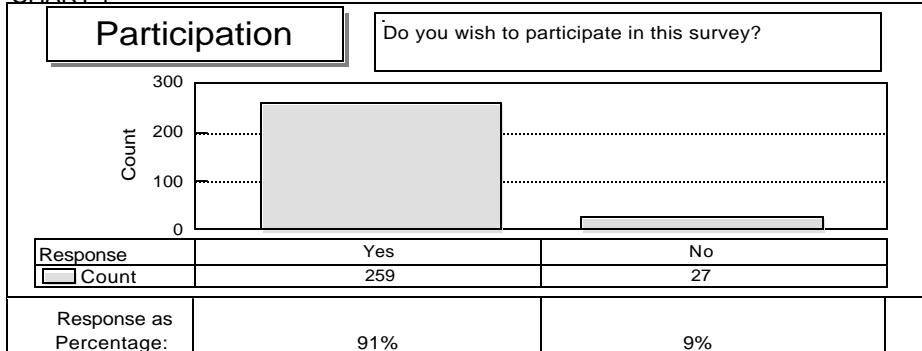
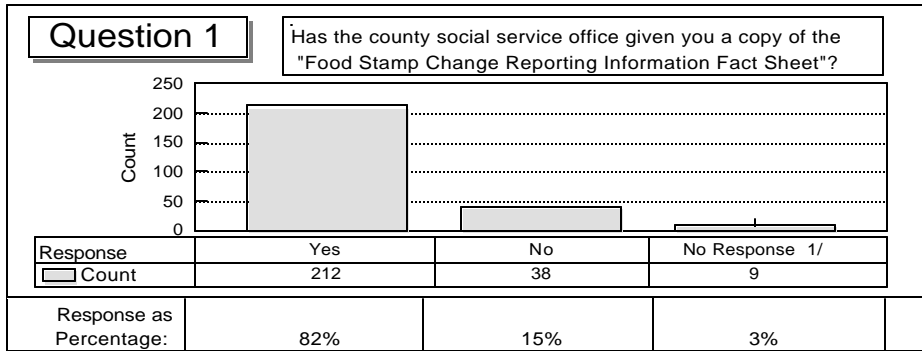


CHART 2



1/ No response - indicates that a response was expected based on the question or an answer to a preceding question but was not marked.

CHART 3

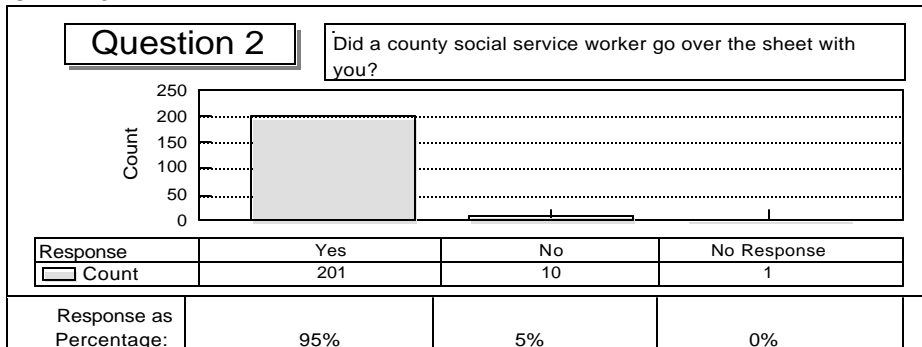


CHART 4

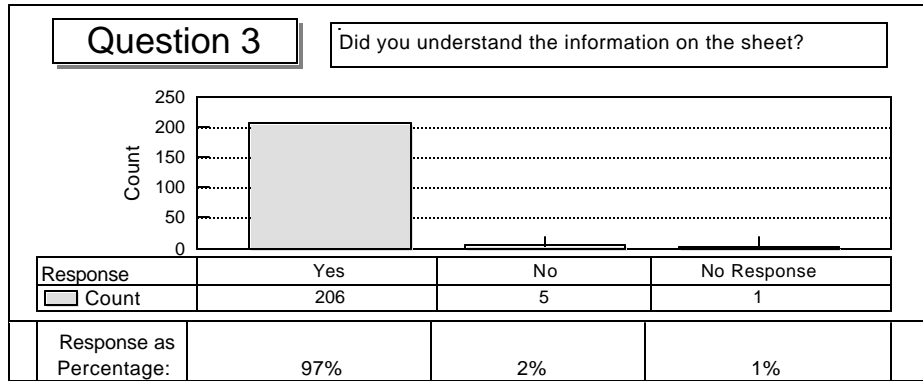


CHART 5

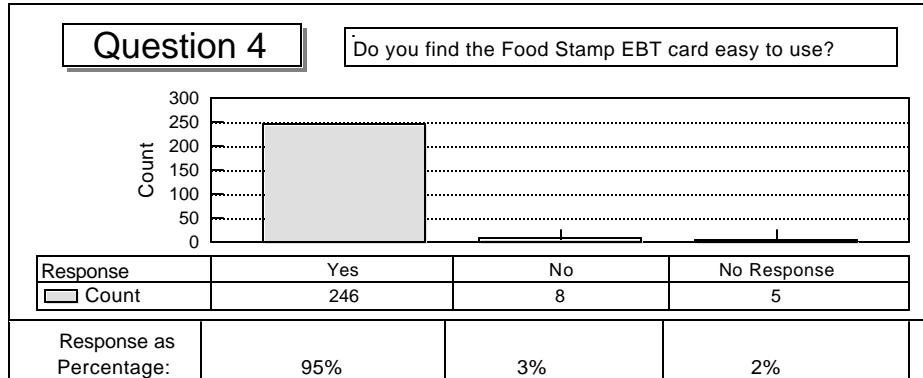


CHART 6

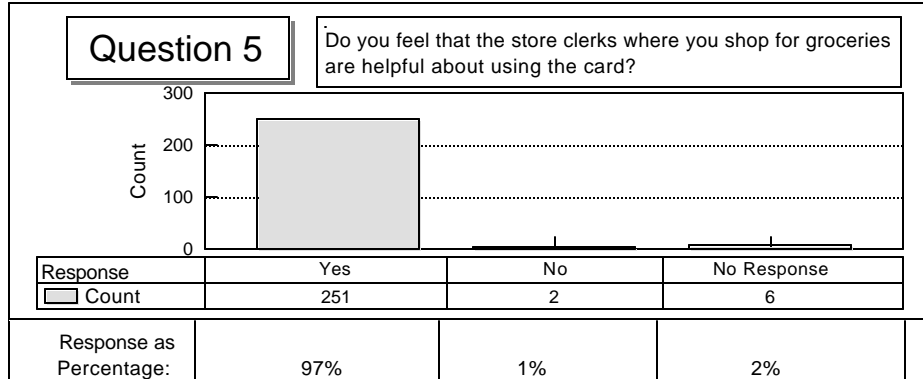


CHART 7

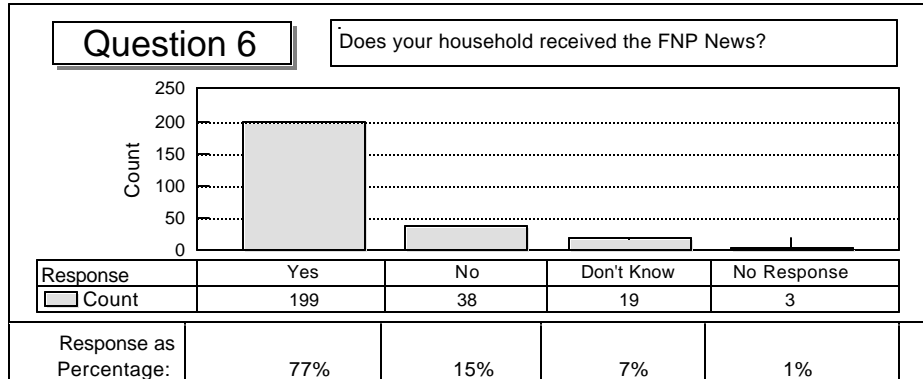


CHART 8

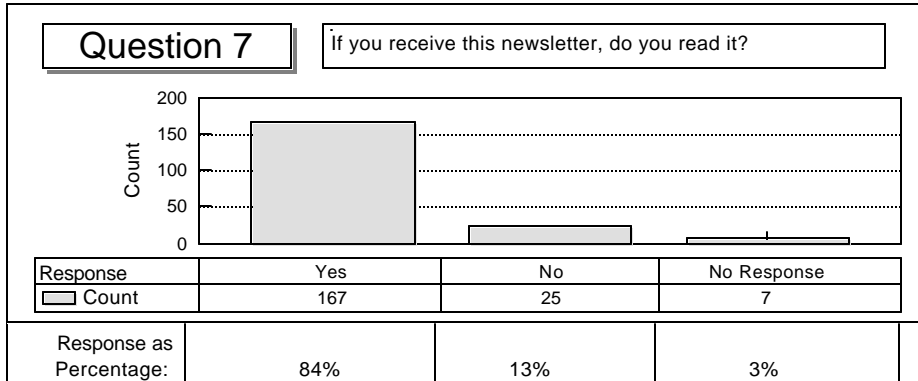


CHART 9

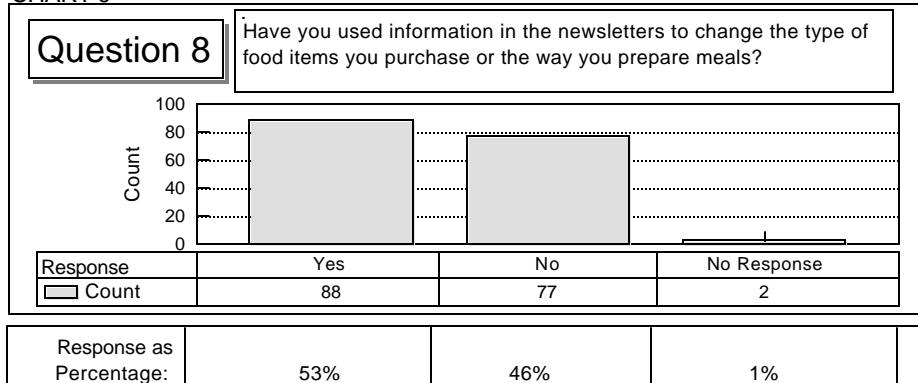


CHART 10

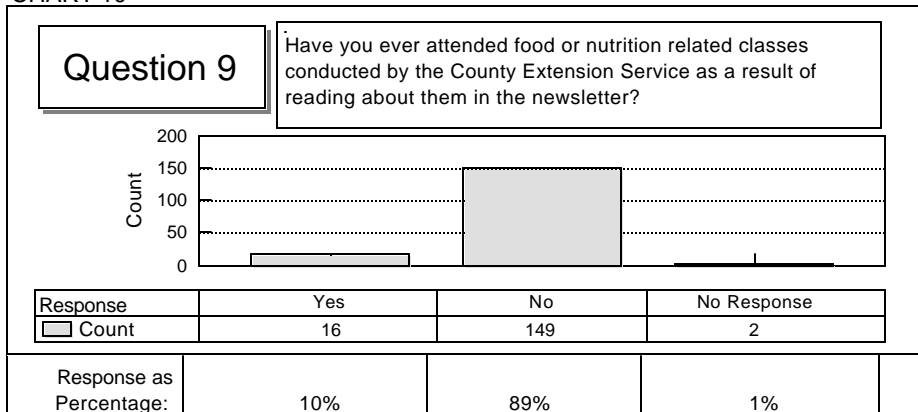
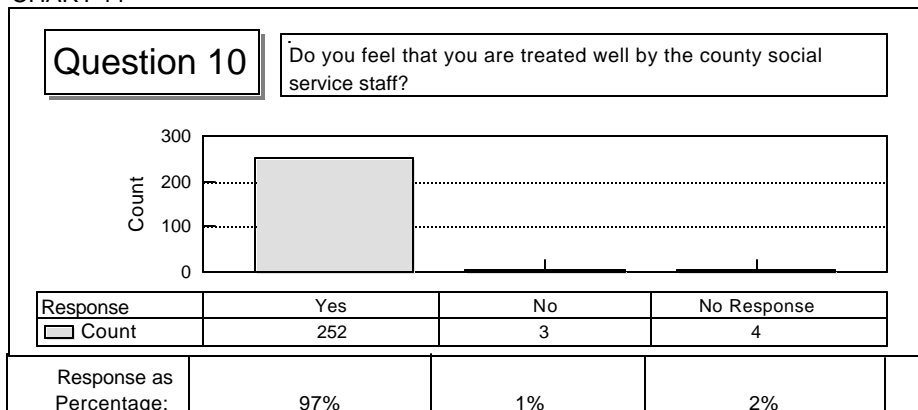


CHART 11



# FOOD STAMP CLIENT SATISFACTION SURVEY

## COUNTY LEVEL RESULTS OF RESPONSES TO THE SURVEY QUESTIONS

Reporting Period:

January

2001

through

June

2001

Area:

STATEWIDE

Note: Sum of the percentages may not equal 100% due to rounding.

Table 1: Do you wish to participate in this survey?

County	Distribution					Percentage			
	Yes	No	Don't Know	No Response 1/	Total 2/	Yes	No	Don't Know	No Response
1. ADAMS	1	-	-	-	1	100.00%	-	-	-
2. BARNES	4	-	-	-	4	100.00%	-	-	-
3. BENSON	7	-	-	-	7	100.00%	-	-	-
4. BILLINGS	-	-	-	-	-	-	-	-	-
5. BOTTINEAU	1	1	-	-	2	50.00%	50.00%	-	-
6. BOWMAN	1	1	-	-	2	50.00%	50.00%	-	-
7. BURKE	1	-	-	-	1	100.00%	-	-	-
8. BURLEIGH	25	3	-	-	28	89.29%	10.71%	-	-
9. CASS	34	4	-	-	38	89.47%	10.53%	-	-
10. CAVALIER	1	-	-	-	1	100.00%	-	-	-
11. DICKEY	4	-	-	-	4	100.00%	-	-	-
12. DIVIDE	2	-	-	-	2	100.00%	-	-	-
13. DUNN	1	-	-	-	1	100.00%	-	-	-
14. EDDY	-	-	-	-	-	-	-	-	-
15. EMMONS	-	-	-	-	-	-	-	-	-
16. FOSTER	-	-	-	-	-	-	-	-	-
17. GOLDEN VALLEY	1	-	-	-	1	100.00%	-	-	-
18. GRAND FORKS	22	4	-	-	26	84.62%	15.38%	-	-
19. GRANT	1	-	-	-	1	100.00%	-	-	-
20. GRIGGS	3	-	-	-	3	100.00%	-	-	-
21. HETTINGER	-	-	-	-	-	-	-	-	-
22. KIDDER	-	1	-	-	1	-	100.00%	-	-
23. LAMOURE	3	-	-	-	3	100.00%	-	-	-
24. LOGAN	-	-	-	-	-	-	-	-	-
25. MCHENRY	4	-	-	-	4	100.00%	-	-	-
26. MCINTOSH	-	-	-	-	-	-	-	-	-
27. MCKENZIE	1	-	-	-	1	100.00%	-	-	-
28. MCLEAN	2	-	-	-	2	100.00%	-	-	-
29. MERCER	1	-	-	-	1	100.00%	-	-	-
30. MORTON	14	-	-	-	14	100.00%	-	-	-
31. MOUNTRAIL	3	1	-	-	4	75.00%	25.00%	-	-
32. NELSON	-	-	-	-	-	-	-	-	-
33. OLIVER	-	-	-	-	-	-	-	-	-
34. PEMBINA	-	1	-	-	1	-	100.00%	-	-
35. PIERCE	2	-	-	-	2	100.00%	-	-	-
36. RAMSEY	6	1	-	-	7	85.71%	14.29%	-	-
37. RANSOM	1	-	-	-	1	100.00%	-	-	-
38. RENVILLE	1	-	-	-	1	100.00%	-	-	-
39. RICHLAND	9	-	-	-	9	100.00%	-	-	-
40. ROLETTE	26	-	-	-	26	100.00%	-	-	-
41. SARGENT	1	-	-	-	1	100.00%	-	-	-
42. SHERIDAN	1	-	-	-	1	100.00%	-	-	-
43. SIOUX	7	1	-	-	8	87.50%	12.50%	-	-
44. SLOPE	1	-	-	-	1	100.00%	-	-	-
45. STARK	13	1	-	-	14	92.86%	7.14%	-	-
46. STEELE	-	-	-	-	-	-	-	-	-
47. STUTSMAN	9	2	-	-	11	81.82%	18.18%	-	-
48. TOWNER	-	-	-	-	-	-	-	-	-
49. TRAILL	1	1	-	-	2	50.00%	50.00%	-	-
50. WALSH	4	1	-	-	5	80.00%	20.00%	-	-
51. WARD	35	1	-	-	36	97.22%	2.78%	-	-
52. WELLS	2	1	-	-	3	66.67%	33.33%	-	-
53. WILLIAMS	3	2	-	-	5	60.00%	40.00%	-	-
STATEWIDE	259	27	-	-	286	90.56%	9.44%	-	-

2/ Expected total based on all surveys received.

**Table 2: Question 1 - Has the county social service office given you a copy of the "Food Stamp Change Reporting Information Fact Sheet"?**

County	Distribution					Percentage			
	Yes	No	Don't Know	No Response	Total 1/	Yes	No	Don't Know	No Response
1. ADAMS	-	1	-	-	1	-	100.00%	-	-
2. BARNES	4	-	-	-	4	100.00%	-	-	-
3. BENSON	6	-	-	1	7	85.71%	-	-	14.29%
4. BILLINGS	-	-	-	-	-	-	-	-	-
5. BOTTINEAU	1	-	-	-	1	100.00%	-	-	-
6. BOWMAN	1	-	-	-	1	100.00%	-	-	-
7. BURKE	-	1	-	-	1	-	100.00%	-	-
8. BURLEIGH	23	2	-	-	25	92.00%	8.00%	-	-
9. CASS	27	7	-	-	34	79.41%	20.59%	-	-
10. CAVALIER	1	-	-	-	1	100.00%	-	-	-
11. DICKEY	3	-	-	1	4	75.00%	-	-	25.00%
12. DIVIDE	2	-	-	-	2	100.00%	-	-	-
13. DUNN	1	-	-	-	1	100.00%	-	-	-
14. EDDY	-	-	-	-	-	-	-	-	-
15. EMMONS	-	-	-	-	-	-	-	-	-
16. FOSTER	-	-	-	-	-	-	-	-	-
17. GOLDEN VALLEY	1	-	-	-	1	100.00%	-	-	-
18. GRAND FORKS	22	-	-	-	22	100.00%	-	-	-
19. GRANT	1	-	-	-	1	100.00%	-	-	-
20. GRIGGS	3	-	-	-	3	100.00%	-	-	-
21. HETTINGER	-	-	-	-	-	-	-	-	-
22. KIDDER	-	-	-	-	-	-	-	-	-
23. LAMOURE	2	1	-	-	3	66.67%	33.33%	-	-
24. LOGAN	-	-	-	-	-	-	-	-	-
25. MCHENRY	2	2	-	-	4	50.00%	50.00%	-	-
26. MCINTOSH	-	-	-	-	-	-	-	-	-
27. MCKENZIE	1	-	-	-	1	100.00%	-	-	-
28. MCLEAN	2	-	-	-	2	100.00%	-	-	-
29. MERCER	1	-	-	-	1	100.00%	-	-	-
30. MORTON	13	1	-	-	14	92.86%	7.14%	-	-
31. MOUNTRAIL	3	-	-	-	3	100.00%	-	-	-
32. NELSON	-	-	-	-	-	-	-	-	-
33. OLIVER	-	-	-	-	-	-	-	-	-
34. PEMBINA	-	-	-	-	-	-	-	-	-
35. PIERCE	2	-	-	-	2	100.00%	-	-	-
36. RAMSEY	3	3	-	-	6	50.00%	50.00%	-	-
37. RANSOM	1	-	-	-	1	100.00%	-	-	-
38. RENVILLE	1	-	-	-	1	100.00%	-	-	-
39. RICHLAND	9	-	-	-	9	100.00%	-	-	-
40. ROLETTE	21	5	-	-	26	80.77%	19.23%	-	-
41. SARGENT	1	-	-	-	1	100.00%	-	-	-
42. SHERIDAN	-	1	-	-	1	-	100.00%	-	-
43. SIOUX	4	2	-	1	7	57.14%	28.57%	-	14.29%
44. SLOPE	-	1	-	-	1	-	100.00%	-	-
45. STARK	11	2	-	-	13	84.62%	15.38%	-	-
46. STEELE	-	-	-	-	-	-	-	-	-
47. STUTSMAN	9	-	-	-	9	100.00%	-	-	-
48. TOWNER	-	-	-	-	-	-	-	-	-
49. TRAILL	1	-	-	-	1	100.00%	-	-	-
50. WALSH	4	-	-	-	4	100.00%	-	-	-
51. WARD	20	9	-	6	35	57.14%	25.71%	-	17.14%
52. WELLS	2	-	-	-	2	100.00%	-	-	-
53. WILLIAMS	3	-	-	-	3	100.00%	-	-	-
STATEWIDE	212	38	0	9	259	81.85%	14.67%	-	3.47%

1/ Expected total based on number of "Yes" responses to previous question.

**Table 3: Question 2 - Did a county social service worker go over the sheet**

County	Distribution					Percentage			
	Yes	No	Don't Know	No Response	Total 1/	Yes	No	Don't Know	No Response
1. ADAMS	-	-	-	-	-	-	-	-	-
2. BARNES	4	-	-	-	4	100.00%	-	-	-
3. BENSON	6	-	-	-	6	100.00%	-	-	-
4. BILLINGS	-	-	-	-	-	-	-	-	-
5. BOTTINEAU	1	-	-	-	1	100.00%	-	-	-
6. BOWMAN	1	-	-	-	1	100.00%	-	-	-
7. BURKE	-	-	-	-	-	-	-	-	-
8. BURLEIGH	23	-	-	-	23	100.00%	-	-	-
9. CASS	27	-	-	-	27	100.00%	-	-	-
10. CAVALIER	1	-	-	-	1	100.00%	-	-	-
11. DICKEY	3	-	-	-	3	100.00%	-	-	-
12. DIVIDE	2	-	-	-	2	100.00%	-	-	-
13. DUNN	1	-	-	-	1	100.00%	-	-	-
14. EDDY	-	-	-	-	-	-	-	-	-
15. EMMONS	-	-	-	-	-	-	-	-	-
16. FOSTER	-	-	-	-	-	-	-	-	-
17. GOLDEN VALLEY	1	-	-	-	1	100.00%	-	-	-
18. GRAND FORKS	22	-	-	-	22	100.00%	-	-	-
19. GRANT	1	-	-	-	1	100.00%	-	-	-
20. GRIGGS	3	-	-	-	3	100.00%	-	-	-
21. HETTINGER	-	-	-	-	-	-	-	-	-
22. KIDDER	-	-	-	-	-	-	-	-	-
23. LAMOURE	2	-	-	-	2	100.00%	-	-	-
24. LOGAN	-	-	-	-	-	-	-	-	-
25. MCHENRY	2	-	-	-	2	100.00%	-	-	-
26. MCINTOSH	-	-	-	-	-	-	-	-	-
27. MCKENZIE	1	-	-	-	1	100.00%	-	-	-
28. MCLEAN	2	-	-	-	2	100.00%	-	-	-
29. MERCER	1	-	-	-	1	100.00%	-	-	-
30. MORTON	13	-	-	-	13	100.00%	-	-	-
31. MOUNTRAIL	3	-	-	-	3	100.00%	-	-	-
32. NELSON	-	-	-	-	-	-	-	-	-
33. OLIVER	-	-	-	-	-	-	-	-	-
34. PEMBINA	-	-	-	-	-	-	-	-	-
35. PIERCE	2	-	-	-	2	100.00%	-	-	-
36. RAMSEY	2	1	-	-	3	66.67%	33.33%	-	-
37. RANSOM	1	-	-	-	1	100.00%	-	-	-
38. RENVILLE	1	-	-	-	1	100.00%	-	-	-
39. RICHLAND	9	-	-	-	9	100.00%	-	-	-
40. ROLETTE	17	4	-	-	21	80.95%	19.05%	-	-
41. SARGENT	1	-	-	-	1	100.00%	-	-	-
42. SHERIDAN	-	-	-	-	-	-	-	-	-
43. SIOUX	4	-	-	-	4	100.00%	-	-	-
44. SLOPE	-	-	-	-	-	-	-	-	-
45. STARK	11	-	-	-	11	100.00%	-	-	-
46. STEELE	-	-	-	-	-	-	-	-	-
47. STUTSMAN	9	-	-	-	9	100.00%	-	-	-
48. TOWNER	-	-	-	-	-	-	-	-	-
49. TRAILL	1	-	-	-	1	100.00%	-	-	-
50. WALSH	4	-	-	-	4	100.00%	-	-	-
51. WARD	14	5	-	1	20	70.00%	25.00%	-	5.00%
52. WELLS	2	-	-	-	2	100.00%	-	-	-
53. WILLIAMS	3	-	-	-	3	100.00%	-	-	-
STATEWIDE	201	10	0	1	212	94.81%	4.72%	-	0.47%

1/ Expected total based on number of "Yes" responses to question #2.



**Table 4: Question 3 - Did you understand the information on the sheet?**

County	Distribution					Percentage			
	Yes	No	Don't Know	No Response	Total 1/	Yes	No	Don't Know	No Response
1. ADAMS	-	-	-	-	-	-	-	-	-
2. BARNES	4	-	-	-	4	100.00%	-	-	-
3. BENSON	6	-	-	-	6	100.00%	-	-	-
4. BILLINGS	-	-	-	-	-	-	-	-	-
5. BOTTINEAU	1	-	-	-	1	100.00%	-	-	-
6. BOWMAN	1	-	-	-	1	100.00%	-	-	-
7. BURKE	-	-	-	-	-	-	-	-	-
8. BURLEIGH	22	1	-	-	23	95.65%	4.35%	-	-
9. CASS	27	-	-	-	27	100.00%	-	-	-
10. CAVALIER	1	-	-	-	1	100.00%	-	-	-
11. DICKEY	3	-	-	-	3	100.00%	-	-	-
12. DIVIDE	2	-	-	-	2	100.00%	-	-	-
13. DUNN	1	-	-	-	1	100.00%	-	-	-
14. EDDY	-	-	-	-	-	-	-	-	-
15. EMMONS	-	-	-	-	-	-	-	-	-
16. FOSTER	-	-	-	-	-	-	-	-	-
17. GOLDEN VALLEY	1	-	-	-	1	100.00%	-	-	-
18. GRAND FORKS	22	-	-	-	22	100.00%	-	-	-
19. GRANT	1	-	-	-	1	100.00%	-	-	-
20. GRIGGS	3	-	-	-	3	100.00%	-	-	-
21. HETTINGER	-	-	-	-	-	-	-	-	-
22. KIDDER	-	-	-	-	-	-	-	-	-
23. LAMOURE	2	-	-	-	2	100.00%	-	-	-
24. LOGAN	-	-	-	-	-	-	-	-	-
25. MCHENRY	2	-	-	-	2	100.00%	-	-	-
26. MCINTOSH	-	-	-	-	-	-	-	-	-
27. MCKENZIE	1	-	-	-	1	100.00%	-	-	-
28. MCLEAN	2	-	-	-	2	100.00%	-	-	-
29. MERCER	1	-	-	-	1	100.00%	-	-	-
30. MORTON	13	-	-	-	13	100.00%	-	-	-
31. MOUNTRAIL	3	-	-	-	3	100.00%	-	-	-
32. NELSON	-	-	-	-	-	-	-	-	-
33. OLIVER	-	-	-	-	-	-	-	-	-
34. PEMBINA	-	-	-	-	-	-	-	-	-
35. PIERCE	2	-	-	-	2	100.00%	-	-	-
36. RAMSEY	3	-	-	-	3	100.00%	-	-	-
37. RANSOM	1	-	-	-	1	100.00%	-	-	-
38. RENVILLE	1	-	-	-	1	100.00%	-	-	-
39. RICHLAND	9	-	-	-	9	100.00%	-	-	-
40. ROLETTE	21	-	-	-	21	100.00%	-	-	-
41. SARGENT	1	-	-	-	1	100.00%	-	-	-
42. SHERIDAN	-	-	-	-	-	-	-	-	-
43. SIOUX	3	1	-	-	4	75.00%	25.00%	-	-
44. SLOPE	-	-	-	-	-	-	-	-	-
45. STARK	11	-	-	-	11	100.00%	-	-	-
46. STEELE	-	-	-	-	-	-	-	-	-
47. STUTSMAN	9	-	-	-	9	100.00%	-	-	-
48. TOWNER	-	-	-	-	-	-	-	-	-
49. TRAILL	1	-	-	-	1	100.00%	-	-	-
50. WALSH	4	-	-	-	4	100.00%	-	-	-
51. WARD	16	3	-	1	20	80.00%	15.00%	-	5.00%
52. WELLS	2	-	-	-	2	100.00%	-	-	-
53. WILLIAMS	3	-	-	-	3	100.00%	-	-	-
STATEWIDE	206	5	0	1	212	97.17%	2.36%	-	0.47%

1/ Expected total based on number of "Yes" responses to question #2.

**Table 5: Question 4 - Do you find the Food Stamp EBT card easy to use?**

County	Distribution					Percentage			
	Yes	No	Don't Know	No Response	Total 1/	Yes	No	Don't Know	No Response
1. ADAMS	1	-	-	-	1	100.00%	-	-	-
2. BARNES	4	-	-	-	4	100.00%	-	-	-
3. BENSON	7	-	-	-	7	100.00%	-	-	-
4. BILLINGS	-	-	-	-	-	-	-	-	-
5. BOTTINEAU	1	-	-	-	1	100.00%	-	-	-
6. BOWMAN	1	-	-	-	1	100.00%	-	-	-
7. BURKE	1	-	-	-	1	100.00%	-	-	-
8. BURLEIGH	22	1	-	2	25	88.00%	4.00%	-	8.00%
9. CASS	33	1	-	-	34	97.06%	2.94%	-	-
10. CAVALIER	1	-	-	-	1	100.00%	-	-	-
11. DICKEY	2	1	-	1	4	50.00%	25.00%	-	25.00%
12. DIVIDE	2	-	-	-	2	100.00%	-	-	-
13. DUNN	1	-	-	-	1	100.00%	-	-	-
14. EDDY	-	-	-	-	-	-	-	-	-
15. EMMONS	-	-	-	-	-	-	-	-	-
16. FOSTER	-	-	-	-	-	-	-	-	-
17. GOLDEN VALLEY	1	-	-	-	1	100.00%	-	-	-
18. GRAND FORKS	22	-	-	-	22	100.00%	-	-	-
19. GRANT	1	-	-	-	1	100.00%	-	-	-
20. GRIGGS	3	-	-	-	3	100.00%	-	-	-
21. HETTINGER	-	-	-	-	-	-	-	-	-
22. KIDDER	-	-	-	-	-	-	-	-	-
23. LAMOURE	3	-	-	-	3	100.00%	-	-	-
24. LOGAN	-	-	-	-	-	-	-	-	-
25. MCHENRY	4	-	-	-	4	100.00%	-	-	-
26. MCINTOSH	-	-	-	-	-	-	-	-	-
27. MCKENZIE	-	1	-	-	1	-	100.00%	-	-
28. MCLEAN	1	-	-	1	2	50.00%	-	-	50.00%
29. MERCER	1	-	-	-	1	100.00%	-	-	-
30. MORTON	13	1	-	-	14	92.86%	7.14%	-	-
31. MOUNTRAIL	3	-	-	-	3	100.00%	-	-	-
32. NELSON	-	-	-	-	-	-	-	-	-
33. OLIVER	-	-	-	-	-	-	-	-	-
34. PEMBINA	-	-	-	-	-	-	-	-	-
35. PIERCE	2	-	-	-	2	100.00%	-	-	-
36. RAMSEY	6	-	-	-	6	100.00%	-	-	-
37. RANSOM	1	-	-	-	1	100.00%	-	-	-
38. RENVILLE	1	-	-	-	1	100.00%	-	-	-
39. RICHLAND	9	-	-	-	9	100.00%	-	-	-
40. ROLETTE	25	1	-	-	26	96.15%	3.85%	-	-
41. SARGENT	1	-	-	-	1	100.00%	-	-	-
42. SHERIDAN	1	-	-	-	1	100.00%	-	-	-
43. SIOUX	6	1	-	-	7	85.71%	14.29%	-	-
44. SLOPE	1	-	-	-	1	100.00%	-	-	-
45. STARK	12	1	-	-	13	92.31%	7.69%	-	-
46. STEELE	-	-	-	-	-	-	-	-	-
47. STUTSMAN	9	-	-	-	9	100.00%	-	-	-
48. TOWNER	-	-	-	-	-	-	-	-	-
49. TRAILL	1	-	-	-	1	100.00%	-	-	-
50. WALSH	4	-	-	-	4	100.00%	-	-	-
51. WARD	34	-	-	1	35	97.14%	-	-	2.86%
52. WELLS	2	-	-	-	2	100.00%	-	-	-
53. WILLIAMS	3	-	-	-	3	100.00%	-	-	-
STATEWIDE	246	8	0	5	259	94.98%	3.09%	-	1.93%

1/ Expected total based on total for question #1.

**Table 6: Question 5 - Do you feel that the store clerks where you shop for groceries are helpful about using the card?**

County	Distribution					Percentage			
	Yes	No	Don't Know	No Response	Total 1/	Yes	No	Don't Know	No Response
1. ADAMS	1	-	-	-	1	100.00%	-	-	-
2. BARNES	4	-	-	-	4	100.00%	-	-	-
3. BENSON	7	-	-	-	7	100.00%	-	-	-
4. BILLINGS	-	-	-	-	-	-	-	-	-
5. BOTTINEAU	1	-	-	-	1	100.00%	-	-	-
6. BOWMAN	1	-	-	-	1	100.00%	-	-	-
7. BURKE	-	-	-	1	1	-	-	-	100.00%
8. BURLEIGH	24	-	-	1	25	96.00%	-	-	4.00%
9. CASS	34	-	-	-	34	100.00%	-	-	-
10. CAVALIER	1	-	-	-	1	100.00%	-	-	-
11. DICKEY	3	-	-	1	4	75.00%	-	-	25.00%
12. DIVIDE	2	-	-	-	2	100.00%	-	-	-
13. DUNN	1	-	-	-	1	100.00%	-	-	-
14. EDDY	-	-	-	-	-	-	-	-	-
15. EMMONS	-	-	-	-	-	-	-	-	-
16. FOSTER	-	-	-	-	-	-	-	-	-
17. GOLDEN VALLEY	1	-	-	-	1	100.00%	-	-	-
18. GRAND FORKS	20	-	-	2	22	90.91%	-	-	9.09%
19. GRANT	1	-	-	-	1	100.00%	-	-	-
20. GRIGGS	3	-	-	-	3	100.00%	-	-	-
21. HETTINGER	-	-	-	-	-	-	-	-	-
22. KIDDER	-	-	-	-	-	-	-	-	-
23. LAMOURE	3	-	-	-	3	100.00%	-	-	-
24. LOGAN	-	-	-	-	-	-	-	-	-
25. MCHENRY	4	-	-	-	4	100.00%	-	-	-
26. MCINTOSH	-	-	-	-	-	-	-	-	-
27. MCKENZIE	1	-	-	-	1	100.00%	-	-	-
28. MCLEAN	1	1	-	-	2	50.00%	50.00%	-	-
29. MERCER	1	-	-	-	1	100.00%	-	-	-
30. MORTON	14	-	-	-	14	100.00%	-	-	-
31. MOUNTRAIL	3	-	-	-	3	100.00%	-	-	-
32. NELSON	-	-	-	-	-	-	-	-	-
33. OLIVER	-	-	-	-	-	-	-	-	-
34. PEMBINA	-	-	-	-	-	-	-	-	-
35. PIERCE	2	-	-	-	2	100.00%	-	-	-
36. RAMSEY	6	-	-	-	6	100.00%	-	-	-
37. RANSOM	1	-	-	-	1	100.00%	-	-	-
38. RENVILLE	1	-	-	-	1	100.00%	-	-	-
39. RICHLAND	9	-	-	-	9	100.00%	-	-	-
40. ROLETTE	26	-	-	-	26	100.00%	-	-	-
41. SARGENT	1	-	-	-	1	100.00%	-	-	-
42. SHERIDAN	1	-	-	-	1	100.00%	-	-	-
43. SIOUX	7	-	-	-	7	100.00%	-	-	-
44. SLOPE	1	-	-	-	1	100.00%	-	-	-
45. STARK	13	-	-	-	13	100.00%	-	-	-
46. STEELE	-	-	-	-	-	-	-	-	-
47. STUTSMAN	9	-	-	-	9	100.00%	-	-	-
48. TOWNER	-	-	-	-	-	-	-	-	-
49. TRAILL	1	-	-	-	1	100.00%	-	-	-
50. WALSH	4	-	-	-	4	100.00%	-	-	-
51. WARD	33	1	-	1	35	94.29%	2.86%	-	2.86%
52. WELLS	2	-	-	-	2	100.00%	-	-	-
53. WILLIAMS	3	-	-	-	3	100.00%	-	-	-
STATEWIDE	251	2	0	6	259	96.91%	0.77%	-	2.32%

1/ Expected total based on total for question #1.

**Table 7: Question 6 - Does your household receive the FNP News?**

County	Distribution					Percentage			
	Yes	No	Don't Know	No Response	Total 1/	Yes	No	Don't Know	No Response
1. ADAMS	1	-	-	-	1	100.00%	-	-	-
2. BARNES	3	1	-	-	4	75.00%	25.00%	-	-
3. BENSON	3	3	1	-	7	42.86%	42.86%	14.29%	-
4. BILLINGS	-	-	-	-	-	-	-	-	-
5. BOTTINEAU	-	1	-	-	1	-	100.00%	-	-
6. BOWMAN	1	-	-	-	1	100.00%	-	-	-
7. BURKE	1	-	-	-	1	100.00%	-	-	-
8. BURLEIGH	21	1	2	1	25	84.00%	4.00%	8.00%	4.00%
9. CASS	29	3	2	-	34	85.29%	8.82%	5.88%	-
10. CAVALIER	1	-	-	-	1	100.00%	-	-	-
11. DICKEY	4	-	-	-	4	100.00%	-	-	-
12. DIVIDE	1	1	-	-	2	50.00%	50.00%	-	-
13. DUNN	1	-	-	-	1	100.00%	-	-	-
14. EDDY	-	-	-	-	-	-	-	-	-
15. EMMONS	-	-	-	-	-	-	-	-	-
16. FOSTER	-	-	-	-	-	-	-	-	-
17. GOLDEN VALLEY	1	-	-	-	1	100.00%	-	-	-
18. GRAND FORKS	21	1	-	-	22	95.45%	4.55%	-	-
19. GRANT	1	-	-	-	1	100.00%	-	-	-
20. GRIGGS	3	-	-	-	3	100.00%	-	-	-
21. HETTINGER	-	-	-	-	-	-	-	-	-
22. KIDDER	-	-	-	-	-	-	-	-	-
23. LAMOURE	2	1	-	-	3	66.67%	33.33%	-	-
24. LOGAN	-	-	-	-	-	-	-	-	-
25. MCHENRY	3	1	-	-	4	75.00%	25.00%	-	-
26. MCINTOSH	-	-	-	-	-	-	-	-	-
27. MCKENZIE	1	-	-	-	1	100.00%	-	-	-
28. MCLEAN	2	-	-	-	2	100.00%	-	-	-
29. MERCER	1	-	-	-	1	100.00%	-	-	-
30. MORTON	14	-	-	-	14	100.00%	-	-	-
31. MOUNTRAIL	3	-	-	-	3	100.00%	-	-	-
32. NELSON	-	-	-	-	-	-	-	-	-
33. OLIVER	-	-	-	-	-	-	-	-	-
34. PEMBINA	-	-	-	-	-	-	-	-	-
35. PIERCE	2	-	-	-	2	100.00%	-	-	-
36. RAMSEY	5	1	-	-	6	83.33%	16.67%	-	-
37. RANSOM	1	-	-	-	1	100.00%	-	-	-
38. RENVILLE	1	-	-	-	1	100.00%	-	-	-
39. RICHLAND	8	-	1	-	9	88.89%	-	11.11%	-
40. ROLETTE	9	15	2	-	26	34.62%	57.69%	7.69%	-
41. SARGENT	1	-	-	-	1	100.00%	-	-	-
42. SHERIDAN	-	1	-	-	1	-	100.00%	-	-
43. SIOUX	3	2	2	-	7	42.86%	28.57%	28.57%	-
44. SLOPE	-	1	-	-	1	-	100.00%	-	-
45. STARK	11	2	-	-	13	84.62%	15.38%	-	-
46. STEELE	-	-	-	-	-	-	-	-	-
47. STUTSMAN	8	-	1	-	9	88.89%	-	11.11%	-
48. TOWNER	-	-	-	-	-	-	-	-	-
49. TRAILL	1	-	-	-	1	100.00%	-	-	-
50. WALSH	3	-	1	-	4	75.00%	-	25.00%	-
51. WARD	23	3	7	2	35	65.71%	8.57%	20.00%	5.71%
52. WELLS	2	-	-	-	2	100.00%	-	-	-
53. WILLIAMS	3	-	-	-	3	100.00%	-	-	-
STATEWIDE	199	38	19	3	259	76.83%	14.67%	7.34%	1.16%

1/ Expected total based on total for question #1.

**Table 8: Question 7 - If you receive this newsletter, do you read it?**

County	Distribution					Percentage			
	Yes	No	Don't Know	No Response	Total 1/	Yes	No	Don't Know	No Response
1. ADAMS	1	-	-	-	1	100.00%	-	-	-
2. BARNES	2	1	-	-	3	66.67%	33.33%	-	-
3. BENSON	3	-	-	-	3	100.00%	-	-	-
4. BILLINGS	-	-	-	-	-	-	-	-	-
5. BOTTINEAU	-	-	-	-	-	-	-	-	-
6. BOWMAN	1	-	-	-	1	100.00%	-	-	-
7. BURKE	1	-	-	-	1	100.00%	-	-	-
8. BURLEIGH	18	2	-	1	21	85.71%	9.52%	-	4.76%
9. CASS	24	4	-	1	29	82.76%	13.79%	-	3.45%
10. CAVALIER	1	-	-	-	1	100.00%	-	-	-
11. DICKEY	3	-	-	1	4	75.00%	-	-	25.00%
12. DIVIDE	-	1	-	-	1	-	100.00%	-	-
13. DUNN	-	1	-	-	1	-	100.00%	-	-
14. EDDY	-	-	-	-	-	-	-	-	-
15. EMMONS	-	-	-	-	-	-	-	-	-
16. FOSTER	-	-	-	-	-	-	-	-	-
17. GOLDEN VALLEY	1	-	-	-	1	100.00%	-	-	-
18. GRAND FORKS	16	5	-	-	21	76.19%	23.81%	-	-
19. GRANT	1	-	-	-	1	100.00%	-	-	-
20. GRIGGS	3	-	-	-	3	100.00%	-	-	-
21. HETTINGER	-	-	-	-	-	-	-	-	-
22. KIDDER	-	-	-	-	-	-	-	-	-
23. LAMOURE	2	-	-	-	2	100.00%	-	-	-
24. LOGAN	-	-	-	-	-	-	-	-	-
25. MCHENRY	3	-	-	-	3	100.00%	-	-	-
26. MCINTOSH	-	-	-	-	-	-	-	-	-
27. MCKENZIE	1	-	-	-	1	100.00%	-	-	-
28. MCLEAN	1	1	-	-	2	50.00%	50.00%	-	-
29. MERCER	1	-	-	-	1	100.00%	-	-	-
30. MORTON	12	2	-	-	14	85.71%	14.29%	-	-
31. MOUNTRAIL	3	-	-	-	3	100.00%	-	-	-
32. NELSON	-	-	-	-	-	-	-	-	-
33. OLIVER	-	-	-	-	-	-	-	-	-
34. PEMBINA	-	-	-	-	-	-	-	-	-
35. PIERCE	2	-	-	-	2	100.00%	-	-	-
36. RAMSEY	4	1	-	-	5	80.00%	20.00%	-	-
37. RANSOM	1	-	-	-	1	100.00%	-	-	-
38. RENVILLE	1	-	-	-	1	100.00%	-	-	-
39. RICHLAND	4	4	-	-	8	50.00%	50.00%	-	-
40. ROLETTE	5	1	-	3	9	55.56%	11.11%	-	33.33%
41. SARGENT	1	-	-	-	1	100.00%	-	-	-
42. SHERIDAN	-	-	-	-	-	-	-	-	-
43. SIOUX	3	-	-	-	3	100.00%	-	-	-
44. SLOPE	-	-	-	-	-	-	-	-	-
45. STARK	11	-	-	-	11	100.00%	-	-	-
46. STEELE	-	-	-	-	-	-	-	-	-
47. STUTSMAN	8	-	-	-	8	100.00%	-	-	-
48. TOWNER	-	-	-	-	-	-	-	-	-
49. TRAILL	1	-	-	-	1	100.00%	-	-	-
50. WALSH	3	-	-	-	3	100.00%	-	-	-
51. WARD	21	1	-	1	23	91.30%	4.35%	-	4.35%
52. WELLS	2	-	-	-	2	100.00%	-	-	-
53. WILLIAMS	2	1	-	-	3	66.67%	33.33%	-	-
STATEWIDE	167	25	0	7	199	83.92%	12.56%	-	3.52%

1/ Expected responses based on number of "Yes" responses to question #6.

**Table 9: Question 8 - Have you used information in the newsletters to change the type of food items you purchase or the way you prepare meals?**

County	Distribution					Percentage			
	Yes	No	Don't Know	No Response	Total 1/	Yes	No	Don't Know	No Response
1. ADAMS	-	1	-	-	1	-	100.00%	-	-
2. BARNES	1	1	-	-	2	50.00%	50.00%	-	-
3. BENSON	1	2	-	-	3	33.33%	66.67%	-	-
4. BILLINGS	-	-	-	-	-	-	-	-	-
5. BOTTINEAU	-	-	-	-	-	-	-	-	-
6. BOWMAN	1	-	-	-	1	100.00%	-	-	-
7. BURKE	-	1	-	-	1	-	100.00%	-	-
8. BURLEIGH	6	12	-	-	18	33.33%	66.67%	-	-
9. CASS	16	8	-	-	24	66.67%	33.33%	-	-
10. CAVALIER	-	1	-	-	1	-	100.00%	-	-
11. DICKEY	3	-	-	-	3	100.00%	-	-	-
12. DIVIDE	-	-	-	-	-	-	-	-	-
13. DUNN	-	-	-	-	-	-	-	-	-
14. EDDY	-	-	-	-	-	-	-	-	-
15. EMMONS	-	-	-	-	-	-	-	-	-
16. FOSTER	-	-	-	-	-	-	-	-	-
17. GOLDEN VALLEY	-	1	-	-	1	-	100.00%	-	-
18. GRAND FORKS	4	12	-	-	16	25.00%	75.00%	-	-
19. GRANT	1	-	-	-	1	100.00%	-	-	-
20. GRIGGS	2	1	-	-	3	66.67%	33.33%	-	-
21. HETTINGER	-	-	-	-	-	-	-	-	-
22. KIDDER	-	-	-	-	-	-	-	-	-
23. LAMOURE	-	2	-	-	2	-	100.00%	-	-
24. LOGAN	-	-	-	-	-	-	-	-	-
25. MCHENRY	2	1	-	-	3	66.67%	33.33%	-	-
26. MCINTOSH	-	-	-	-	-	-	-	-	-
27. MCKENZIE	-	1	-	-	1	-	100.00%	-	-
28. MCLEAN	1	-	-	-	1	100.00%	-	-	-
29. MERCER	-	1	-	-	1	-	100.00%	-	-
30. MORTON	7	5	-	-	12	58.33%	41.67%	-	-
31. MOUNTRAIL	1	1	-	1	3	33.33%	33.33%	-	33.33%
32. NELSON	-	-	-	-	-	-	-	-	-
33. OLIVER	-	-	-	-	-	-	-	-	-
34. PEMBINA	-	-	-	-	-	-	-	-	-
35. PIERCE	1	1	-	-	2	50.00%	50.00%	-	-
36. RAMSEY	2	2	-	-	4	50.00%	50.00%	-	-
37. RANSOM	-	1	-	-	1	-	100.00%	-	-
38. RENVILLE	1	-	-	-	1	100.00%	-	-	-
39. RICHLAND	2	2	-	-	4	50.00%	50.00%	-	-
40. ROLETTE	2	3	-	-	5	40.00%	60.00%	-	-
41. SARGENT	1	-	-	-	1	100.00%	-	-	-
42. SHERIDAN	-	-	-	-	-	-	-	-	-
43. SIOUX	3	-	-	-	3	100.00%	-	-	-
44. SLOPE	-	-	-	-	-	-	-	-	-
45. STARK	9	2	-	-	11	81.82%	18.18%	-	-
46. STEELE	-	-	-	-	-	-	-	-	-
47. STUTSMAN	4	4	-	-	8	50.00%	50.00%	-	-
48. TOWNER	-	-	-	-	-	-	-	-	-
49. TRAILL	1	-	-	-	1	100.00%	-	-	-
50. WALSH	2	1	-	-	3	66.67%	33.33%	-	-
51. WARD	11	9	-	1	21	52.38%	42.86%	-	4.76%
52. WELLS	2	-	-	-	2	100.00%	-	-	-
53. WILLIAMS	1	1	-	-	2	50.00%	50.00%	-	-
STATEWIDE	88	77	0	2	167	52.69%	46.11%	-	1.20%

1/ Expected responses based on number of "Yes" responses to question #7.

**Table 10: Question 9 - Have you ever attended food or nutrition related classes conducted by the County Extension Service as a result of reading about them in the newsletter?**

County	Distribution					Percentage			
	Yes	No	Don't Know	No Response	Total 1/	Yes	No	Don't Know	No Response
1. ADAMS	-	1	-	-	1	-	100.00%	-	-
2. BARNES	-	2	-	-	2	-	100.00%	-	-
3. BENSON	-	3	-	-	3	-	100.00%	-	-
4. BILLINGS	-	-	-	-	-	-	-	-	-
5. BOTTINEAU	-	-	-	-	-	-	-	-	-
6. BOWMAN	-	1	-	-	1	-	100.00%	-	-
7. BURKE	-	1	-	-	1	-	100.00%	-	-
8. BURLEIGH	3	15	-	-	18	16.67%	83.33%	-	-
9. CASS	1	23	-	-	24	4.17%	95.83%	-	-
10. CAVALIER	-	1	-	-	1	-	100.00%	-	-
11. DICKEY	2	1	-	-	3	66.67%	33.33%	-	-
12. DIVIDE	-	-	-	-	-	-	-	-	-
13. DUNN	-	-	-	-	-	-	-	-	-
14. EDDY	-	-	-	-	-	-	-	-	-
15. EMMONS	-	-	-	-	-	-	-	-	-
16. FOSTER	-	-	-	-	-	-	-	-	-
17. GOLDEN VALLEY	-	1	-	-	1	-	100.00%	-	-
18. GRAND FORKS	1	15	-	-	16	6.25%	93.75%	-	-
19. GRANT	-	1	-	-	1	-	100.00%	-	-
20. GRIGGS	-	3	-	-	3	-	100.00%	-	-
21. HETTINGER	-	-	-	-	-	-	-	-	-
22. KIDDER	-	-	-	-	-	-	-	-	-
23. LAMOURE	-	2	-	-	2	-	100.00%	-	-
24. LOGAN	-	-	-	-	-	-	-	-	-
25. MCHENRY	-	3	-	-	3	-	100.00%	-	-
26. MCINTOSH	-	-	-	-	-	-	-	-	-
27. MCKENZIE	-	1	-	-	1	-	100.00%	-	-
28. MCLEAN	-	1	-	-	1	-	100.00%	-	-
29. MERCER	-	1	-	-	1	-	100.00%	-	-
30. MORTON	1	11	-	-	12	8.33%	91.67%	-	-
31. MOUNTRAIL	-	2	-	1	3	-	66.67%	-	33.33%
32. NELSON	-	-	-	-	-	-	-	-	-
33. OLIVER	-	-	-	-	-	-	-	-	-
34. PEMBINA	-	-	-	-	-	-	-	-	-
35. PIERCE	-	2	-	-	2	-	100.00%	-	-
36. RAMSEY	1	3	-	-	4	25.00%	75.00%	-	-
37. RANSOM	1	-	-	-	1	100.00%	-	-	-
38. RENVILLE	-	1	-	-	1	-	100.00%	-	-
39. RICHLAND	-	4	-	-	4	-	100.00%	-	-
40. ROLETTE	1	4	-	-	5	20.00%	80.00%	-	-
41. SARGENT	-	1	-	-	1	-	100.00%	-	-
42. SHERIDAN	-	-	-	-	-	-	-	-	-
43. SIOUX	1	2	-	-	3	33.33%	66.67%	-	-
44. SLOPE	-	-	-	-	-	-	-	-	-
45. STARK	2	9	-	-	11	18.18%	81.82%	-	-
46. STEELE	-	-	-	-	-	-	-	-	-
47. STUTSMAN	-	8	-	-	8	-	100.00%	-	-
48. TOWNER	-	-	-	-	-	-	-	-	-
49. TRAILL	-	1	-	-	1	-	100.00%	-	-
50. WALSH	-	3	-	-	3	-	100.00%	-	-
51. WARD	2	18	-	1	21	9.52%	85.71%	-	4.76%
52. WELLS	-	2	-	-	2	-	100.00%	-	-
53. WILLIAMS	-	2	-	-	2	-	100.00%	-	-
STATEWIDE	16	149	0	2	167	9.58%	89.22%	-	1.20%

1/ Expected responses based on number of "Yes" responses to question #7.

**Table 11: Question 10 - Do you feel that you are treated well by the county social service staff ?**

County	Distribution					Percentage			
	Yes	No	Don't Know	No Response	Total 1/	Yes	No	Don't Know	No Response
1. ADAMS	1	-	-	-	1	100.00%	-	-	-
2. BARNES	4	-	-	-	4	100.00%	-	-	-
3. BENSON	5	-	-	2	7	71.43%	-	-	28.57%
4. BILLINGS	-	-	-	-	-	-	-	-	-
5. BOTTINEAU	1	-	-	-	1	100.00%	-	-	-
6. BOWMAN	1	-	-	-	1	100.00%	-	-	-
7. BURKE	1	-	-	-	1	100.00%	-	-	-
8. BURLEIGH	23	1	-	1	25	92.00%	4.00%	-	4.00%
9. CASS	34	-	-	-	34	100.00%	-	-	-
10. CAVALIER	1	-	-	-	1	100.00%	-	-	-
11. DICKEY	4	-	-	-	4	100.00%	-	-	-
12. DIVIDE	2	-	-	-	2	100.00%	-	-	-
13. DUNN	1	-	-	-	1	100.00%	-	-	-
14. EDDY	-	-	-	-	-	-	-	-	-
15. EMMONS	-	-	-	-	-	-	-	-	-
16. FOSTER	-	-	-	-	-	-	-	-	-
17. GOLDEN VALLEY	1	-	-	-	1	100.00%	-	-	-
18. GRAND FORKS	22	-	-	-	22	100.00%	-	-	-
19. GRANT	1	-	-	-	1	100.00%	-	-	-
20. GRIGGS	3	-	-	-	3	100.00%	-	-	-
21. HETTINGER	-	-	-	-	-	-	-	-	-
22. KIDDER	-	-	-	-	-	-	-	-	-
23. LAMOURE	3	-	-	-	3	100.00%	-	-	-
24. LOGAN	-	-	-	-	-	-	-	-	-
25. MCHENRY	4	-	-	-	4	100.00%	-	-	-
26. MCINTOSH	-	-	-	-	-	-	-	-	-
27. MCKENZIE	1	-	-	-	1	100.00%	-	-	-
28. MCLEAN	2	-	-	-	2	100.00%	-	-	-
29. MERCER	1	-	-	-	1	100.00%	-	-	-
30. MORTON	14	-	-	-	14	100.00%	-	-	-
31. MOUNTRAIL	3	-	-	-	3	100.00%	-	-	-
32. NELSON	-	-	-	-	-	-	-	-	-
33. OLIVER	-	-	-	-	-	-	-	-	-
34. PEMBINA	-	-	-	-	-	-	-	-	-
35. PIERCE	2	-	-	-	2	100.00%	-	-	-
36. RAMSEY	6	-	-	-	6	100.00%	-	-	-
37. RANSOM	1	-	-	-	1	100.00%	-	-	-
38. RENVILLE	1	-	-	-	1	100.00%	-	-	-
39. RICHLAND	9	-	-	-	9	100.00%	-	-	-
40. ROLETTE	24	1	-	1	26	92.31%	3.85%	-	3.85%
41. SARGENT	1	-	-	-	1	100.00%	-	-	-
42. SHERIDAN	1	-	-	-	1	100.00%	-	-	-
43. SIOUX	7	-	-	-	7	100.00%	-	-	-
44. SLOPE	1	-	-	-	1	100.00%	-	-	-
45. STARK	13	-	-	-	13	100.00%	-	-	-
46. STEELE	-	-	-	-	-	-	-	-	-
47. STUTSMAN	9	-	-	-	9	100.00%	-	-	-
48. TOWNER	-	-	-	-	-	-	-	-	-
49. TRAILL	1	-	-	-	1	100.00%	-	-	-
50. WALSH	4	-	-	-	4	100.00%	-	-	-
51. WARD	34	1	-	-	35	97.14%	2.86%	-	-
52. WELLS	2	-	-	-	2	100.00%	-	-	-
53. WILLIAMS	3	-	-	-	3	100.00%	-	-	-
STATEWIDE	252	3	0	4	259	97.30%	1.16%	-	1.54%

1/ Expected total based on total for question #1.



## FOOD STAMP CLIENT SATISFACTION SURVEY

**Table 12: Count by County of Cases Selected for Quality Control Review**

Date Range: January - June 2001

County	Month During 2001								Average Monthly Food Stamp Cases (Jan.-June 2001) by County 2/	County's Average Monthly Food Stamp Caseload as a Percent of the Statewide Total
	January	February	March	April	May	June	Jan.-June Total	County Total as a Percent of the Statewide Total (%) 1/		
1. Adams	-	-	-	-	-	1	1	0.35	43	0.27
2. Barnes	1	1	1	-	-	1	4	1.40	272	1.68
3. Benson	2	-	2	1	2	-	7	2.45	323	1.99
4. Billings	-	-	-	-	-	-	-	0.00	49	0.30
5. Bottineau	-	-	1	-	-	1	2	0.70	163	1.01
6. Bowman	-	-	-	1	-	1	2	0.70	73	0.45
7. Burke	-	-	-	1	-	-	1	0.35	29	0.18
8. Burleigh	3	5	11	3	5	1	28	9.79	1,690	10.42
9. Cass	6	5	4	8	9	6	38	13.29	2,249	13.87
10. Cavalier	-	-	-	-	1	-	1	0.35	80	0.49
11. Dickey	1	-	1	1	1	-	4	1.40	122	0.75
12. Divide	1	-	1	-	-	-	2	0.70	36	0.22
13. Dunn	-	-	-	1	-	-	1	0.35	50	0.31
14. Eddy	-	-	-	-	-	-	-	0.00	55	0.34
15. Emmons	-	-	-	-	-	-	-	0.00	46	0.28
16. Foster	-	-	-	-	-	-	-	0.00	68	0.42
17. G. Valley	-	-	-	-	-	1	1	0.35	Combined with Billings	
18. G. Forks	5	7	1	6	3	4	26	9.09		
19. Grant	-	-	1	-	-	-	1	0.35	83	0.51
20. Griggs	1	-	-	-	1	1	3	1.05	80	0.49
21. Hettinger	-	-	-	-	-	-	-	0.00	45	0.28
22. Kidder	-	1	-	-	-	-	1	0.35	32	0.20
23. LaMoure	-	2	-	-	-	1	3	1.05	68	0.42
24. Logan	-	-	-	-	-	-	-	0.00	34	0.21
25. McHenry	-	-	1	1	-	2	4	1.40	158	0.97
26. McIntosh	-	-	-	-	-	-	-	0.00	51	0.31
27. McKenzie	-	-	-	-	-	1	1	0.35	129	0.80
28. McLean	-	-	1	1	-	-	2	0.70	203	1.25
29. Mercer	-	1	-	-	-	-	1	0.35	123	0.76
30. Morton	3	2	-	3	4	2	14	4.90	662	4.08
31. Mountrail	-	1	-	-	1	2	4	1.40	180	1.11
32. Nelson	-	-	-	-	-	-	-	0.00	45	0.28
33. Oliver	-	-	-	-	-	-	-	0.00	27	0.17
34. Pembina	-	-	1	-	-	-	1	0.35	127	0.78
35. Pierce	1	-	-	-	-	1	2	0.70	116	0.72
36. Ramsey	3	-	1	1	2	-	7	2.45	441	2.72
37. Ransom	-	-	1	-	-	-	1	0.35	90	0.56
38. Renville	-	1	-	-	-	-	1	0.35	44	0.27
39. Richland	1	-	-	4	2	2	9	3.15	347	2.14
40. Rolette	7	4	5	2	4	4	26	9.09	1,474	9.09
41. Sargent	1	-	-	-	-	-	1	0.35	65	0.40
42. Sheridan	-	-	-	-	-	1	1	0.35	69	0.43
43. Sioux	-	1	2	2	1	2	8	2.80	297	1.83
44. Slope	-	-	-	-	-	1	1	0.35	Combined with Bowman	
45. Stark	1	2	3	4	-	4	14	4.90		
46. Steele	-	-	-	-	-	-	-	0.00	34	0.21
47. Stutsman	1	4	1	1	1	3	11	3.85	643	3.97
48. Towner	-	-	-	-	-	-	-	0.00	46	0.28
49. Traill	-	1	-	-	-	1	2	0.70	168	1.04
50. Walsh	2	-	1	2	-	-	5	1.75	280	1.73
51. Ward	7	5	8	7	4	5	36	12.59	1,779	10.97
52. Wells	1	1	-	-	-	1	3	1.05	127	0.78
53. Williams	1	2	-	-	1	1	5	1.75	546	3.37
Statewide Total	49	46	48	50	42	51	286	100.00%	16,214	100.00

1/ Due to rounding for each county figure, the actual total of the county percentages will not be 100% exactly.

2/ Averages are rounded. Total of individual averages for this column is slightly higher than statewide monthly average for the same period.

## FOOD STAMP CLIENT SATISFACTION SURVEY

**Introduction:** We need your help in evaluating the Food Stamp Program by answering a few questions. Your help will assist us in improving our services. Your answers to these questions will not cause the amount of your monthly food stamp benefits to change. Also, your answers will be treated confidentially. I will be asking eleven questions. The first ten questions are answered "yes" or "no" with a chance, if you wish, to explain your "no" answer in some cases. These questions deal with the Food Stamp Change Reporting Information Fact Sheet, use of the Food Stamp EBT card, the Family Nutrition Program newsletter, and county social service office staff. The last question asks you for suggestions.

Do you wish to participate in this survey? ☐ Yes ☐ No

**The first three questions deal with the "Food Stamp Change Reporting Information Fact Sheet".** (show a copy of the sheet)

1. Has the county social service office given you a copy of the "Food Stamp Change Reporting Information Fact Sheet"?  
☐ Yes ☐ No (If the answer is no, go to question 4)
2. Did a county social service worker go over the sheet with you?  
☐ Yes ☐ No
3. Did you understand the information on the sheet?  
☐ Yes ☐ No

**The following two questions concern the use of the Food Stamp EBT card.**  
(show a sample EBT card)

4. Do you find the Food Stamp EBT card easy to use?  
☐ Yes ☐ No

(If answered "no", allow them to explain by asking the following question.)  
Would you like to explain in what ways it is not easy to use the card?

5. Do you feel that the store clerks where you shop for groceries are helpful about using the card?  
☐ Yes ☐ No

(If answered "no", allow them to explain by asking the following question.)  
Would you like to explain in what ways the clerks were not helpful?

**Next, are four questions regarding the NDSU Extension Service's Family Nutrition Program newsletter the "FNP News".** (show a copy)

6. Does your household receive the FNP News?  
☐ Yes ☐ No ☐ Don't know. (If "No" or "Don't Know", go to question 10)

7. If you receive this newsletter, do you read it? (If "No", go to question 10)  
\_\_\_\_\_ Yes \_\_\_\_\_ No
8. Have you used information in the newsletters to change the type of food items you purchase or the way you prepare meals?  
\_\_\_\_\_ Yes \_\_\_\_\_ No
9. Have you ever attended food or nutrition related classes conducted by the County Extension Service as a result of reading about them in the newsletter?  
\_\_\_\_\_ Yes \_\_\_\_\_ No

**The following question is concerned with how you feel about the way the county social service staff treats you when dealing with Food Stamp matters.**

10. Do you feel that you are treated well by the county social service staff?  
\_\_\_\_\_ Yes \_\_\_\_\_ No

(If answered "no", allow them to explain by asking the following question.)  
Would you like to explain in what ways you have not been treated well?

**The final question asks for your suggestions.**

11. What suggestions would you like to make for improving the Food Stamp Program?

Thank you for participating. Your assistance is appreciated.

---

Date: \_\_\_\_\_

Person asking the survey questions: \_\_\_\_\_

County: \_\_\_\_\_

Case Number: \_\_\_\_\_